

A SMARTER PATH TO FULL RCM OUTSOURCING:

Ophthalmic Surgeons & Physicians Move to a Dedicated FTE Staffing Model



Like many specialty practices, Ophthalmic Surgeons & Physicians (OS&P) was looking for ways to improve net collections while navigating staffing constraints, payer complexity, and persistent revenue leakage. Utilizing a single EMR and a third-party practice management system, OS&P needed a partner that could integrate into existing workflows without slowing down operations or requiring system changes.

OS&P took a phased approach to revenue cycle outsourcing, beginning with a single, focused portion of the workflow. During this period, Health Prime supported patient balance work, allowing OS&P to assess the results within a defined scope before expanding the partnership.

A STRUCTURED PATH TO EXPANSION

Over the first several months, OS&P evaluated the partnership based on consistency, responsiveness, and the ability to manage work effectively within its existing systems. As confidence grew through demonstrated performance, the scope of the engagement expanded.

Approximately four months into the relationship, OS&P moved from limited patient balance support to full end-to-end revenue cycle management, including A/R management, charge posting, coding support, insurance verification and authorization, and payment processing.

This transition allowed OS&P to shift to a comprehensive operating model without requiring system changes, workflow disruption, or an upfront commitment to full outsourcing on day one.

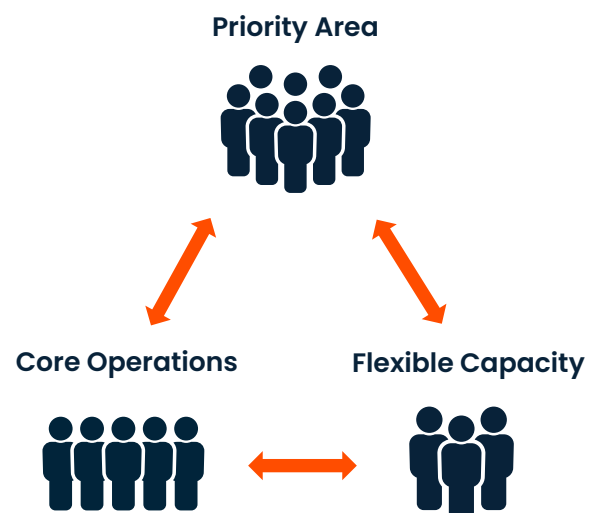
DEDICATED, FLEXIBLE FTE SUPPORT

Today, OS&P's revenue cycle is supported by a dedicated team of Health Prime professionals who are embedded within its day-to-day operations. The engagement is structured around a defined number of full-time equivalent (FTE) resources, giving OS&P predictable capacity and the ability to scale without adding permanent headcount.

Rather than assigning staff to rigid task assignments, the team operates as a cross-functional flexible unit that adjusts focus based on what the revenue cycle requires at any given time.

This approach ensures a clear operating rhythm that concentrates efforts in priority areas, sustains core operations, and maintains flexible capacity to respond as needs change.

THE FTE MODEL IN ACTION



THE OUTCOME: CONFIDENCE, FLEXIBILITY, AND FINANCIAL CONTROL

Through a phased engagement that evolved into full RCM outsourcing, OS&P gained the confidence to scale its revenue cycle operations without disruption or long-term risk. The dedicated FTE model provides flexible capacity that adapts to changing priorities, supports continuous optimization, and strengthens accountability on both sides of the partnership.

As a result, OS&P operates with greater visibility into revenue leakage, improved workflow efficiency, and the assurance that resources can be aligned quickly to protect and optimize net collections.

KEY BENEFITS REALIZED BY OS&P INCLUDE



Reduced pressure on internal teams while improving accountability



Greater control over revenue leakage across pre-visit, payer, and remittance workflows



Flexible, predictable support that scales with business needs



Increased confidence committing to full RCM through proven, measurable performance

THE TAKEAWAY

OS&P's revenue cycle outsourcing journey shows how a phased engagement model can reduce risk while building trust through proven performance and collaboration. By starting with a narrow scope and expanding over time, OS&P achieved end-to-end RCM support through a dedicated FTE model – without disrupting existing systems or adding internal staff.



Health Prime's staffing model allows us to quickly address inefficiencies as they arise. When something isn't working or slowing things down, resources shift in real time to fix it. That kind of flexibility has taken a lot of pressure off our team while keeping operations running smoothly.

*Cindy Leonard, Administrator
Ophthalmic Surgeons and Physicians, Ltd.*

Health Prime is a leading provider of revenue cycle management solutions for hospital-based and office-based physician groups and health systems. Learn how our FTE engagement model can augment staffing challenges, improve operational efficiency, and strengthen financial performance at hpiinc.com.